

Message from Chief Vigilance Officer




Vigilance is an attitude, a thought process and above all an integral part of the culture of a progressive organization that needs to evolve continuously to excel in good governance in every aspect of its business operations. That is reason of adopting an approach that's a blend of proactive, preventive, participatory and punitive vigilance. Our core purpose is to promote lasting inclusive improvements in our internal systems, processes and practices.

In an organization employees have greater responsibilities of ensuring accountability, fairness and transparency while playing different roles and delivering services and products to consumers. Shortcuts need to be avoided and processes be strengthened.

For any organization to become vigilant, it is desirable that it does not treat vigilance activity as peripheral or ceremonial affair only but strives to inculcate it as one of its intrinsic virtues. It is incumbent upon all of us to look inward, internalize these values that we hold dear to our heart, for us to walk the path of growth.

I convey my best wishes to all members of the STC fraternity for a bright future.



15.02.2019

(Arvind Kumar Kadyan)
CVO, STC

Inclusive growth is essential to realize India's Economic Potential

-Shri Amitabh Kant, CEO, NITI Aayog

Shri Amitabh Kant, CEO, NITI Aayog, delivered the 33th lecture of the "Lecture Series" organized by the Central Vigilance Commission (CVC) on 26th July, 2018. He spoke on the topic "**Transformation of Aspirational Districts – a New India by 2022**".



Shri Amitabh Kant, CEO, NITI Aayog, delivering the 33th lecture of the "Lecture Series", organised by CVC on the topic "Transformation of Aspirational Districts—a New India by 2022".

Delivering his lecture, Shri Amitabh Kant stressed upon the significance of demographic dividend and inclusive growth in India. He said that growth can only be sustainable only if it is inclusive. He said that there have been various factors contributing to the unsustainable growth in India, such as significant variation in inter State and inter District parameters, which needs to be addressed. Speaking about the opportunity that demographic dividend in India is providing, he said that more than 70% of the India's population is below 35 years, thus giving an advantage over other countries. We must realize this opportunity, he added.

Shri Amitabh Kant said that under the leadership of the Prime Minister, Shri Narendra Modi, NITI Aayog has adopted a focused approach for the transformation of Aspirational Districts'. He said that 49 indicators have been selected out of 500 parameters for 200 identified districts and these districts are ranked based on their performance on each of these selected indicators. Data on various parameters of progress is being constantly monitored and updated, he added. There are specific initiatives which need to be implemented to

improve ranking of a district, which have been spelt out too. The purpose is to motivate the districts to compete among themselves and perform in the direction of transformation on various parameters such as health & nutrition, education, agriculture & water resources, financial inclusion and basic infrastructure, among others. He also spoke on the success stories of various districts which have performed to bring their ranking up amongst these Aspirational Districts.

Shri Amitabh Kant also said that complex rules and regulations operating in India in the past was a constraint. The Government has done away with many of the obsolete rules in order to facilitate the ease of doing business, he added. To achieve the growth on a sustainable basis, he said, there should be a team spirit among States and Centre. The Central Government has nominated senior officers from the government as 'Prabhari' officers to assist the district officers and to take up the challenge of transforming these aspirational districts. He also spoke about various structural changes brought about by the government, such as DBT, implementation of GST and the Insolvency Code, among others. Speaking about the digitization initiative of the Government, he said that it will bring more transparency in the system ; for example benefits of more than 500 Government schemes is being directly credited in the accounts of the beneficiaries using the Direct Benefit Transfers (DBT).

The Central Vigilance Commissioner Shri KV Chowdary, Vigilance Commissioners Dr. T M Basin and Shri Sharad Kumar were also present on the occasion.

Full time and part time CVOs based in Delhi/NCR attended the lecture along with CMDs, Board of Directors and other officers of the vigilance administration.

**Corporate Governance in Public Sector :
Shri M. Damodaran, former Chairman of SEBI**

Empowerment, Incentivisation and Accountability needed in Public Sector - Practice of Governance in the Public Sector needs to be improved : Shri M. Damodaran, former Chairman, SEBI delivered the 34th lecture of the "Lecture

Series" organized by the Central Vigilance Commission (CVC) on 21st August, 2018.

He emphasized the importance of public sector vis a vis private sector in the Indian economy and that India needs a healthy public sector due to its size and diversity. He also spoke about various issues that are affecting the functioning of public sector, notably the need for making a distinction between ownership and management in context of public sector. The root of the problem in public sector is the inability to distinguish between the two. Practice of governance in the Public sector needed to be improved.



Shri M. Damodaran, former Chairman of SEBI at Central Vigilance Commission

He explained this using several examples such as recruitment policies, appointment of independent Directors, performance and extension of tenure of apex management, among others. He said there are two main issues in corporate governance i.e. conflict of interest and asymmetry of information. He also added that Government, as the largest shareholder in many units, should be responsible for these aspects.

Good corporate governance increases the value of the company and increases returns to the shareholders. He termed it as 'Governance Premium' as opposed to 'Governance Discount' and stated that this was desirable to increase the value of Public Sector Enterprises for the benefit of the nation.

Speaking on banking related issues such as NPAs, he said that there is a difference between NPAs and frauds. NPAs can arise because of many reasons. He said that Empowerment, Incentivisation and Accountability are needed in public sector.

Full time and part time CVOs based in Delhi/NCR attended the lecture along with CMDs, Board of Directors and Managers of Public Sector Enterprises as well as officers of the vigilance administration.

**“India’s Digital Leapfrog”
– Dr. R.S. Sharma, Chairman, TRAI**

The 38th lecture of the “Lecture Series” organized by the Central Vigilance Commission (CVC) was delivered by Dr R S Sharma, Chairman, TRAI, on 20th December, 2018 on the topic **“India’s Digital Leapfrog”**.



Dr. R.S. Sharma, Chairman TRAI delivering the 38th lecture of ‘Lecture Series’ organized by CVC on 30.12.2018

Dr. R.S. Sharma spoke on the development of the Aadhaar platform, and of the reach and significance of this digital platform. He explained the difference between development of applications and the development of foundational digital platforms which use open standards, are open source, and fully inclusive in nature. The development of these platforms enabled the Prime Minister, Shri Narendra Modi’s vision of Jan Dhan accounts, Aadhaar as a foundational identity platform and the use of mobile telephones to transform governance and service delivery in India, better known by the acronym “JAM”.

India’s digital development would be powered by the “India Stack”, which he explained in detail, speaking of every layer of this stack and its significance. The layers explained included the Identity Layer, the Authentication Layer, the Payments Layer (including the Unified Payments Interface- UPI as a concept), the Paperless Layer (Digital Locker, Digital Signatures explained as examples) and finally the Consent Layer which protected the data of the citizen. Discussion of each layer was explained in great detail using many examples during the lecture. He stated that the vision of the Prime Minister, Shri Narendra Modi was

that many of India’s hard problems can be solved by use of technology.

Full time and part time CVOs based in Delhi/NCR attended the lecture along with CMDs, Board of Directors and other officers of the vigilance administration.

Difference between Monitoring and Evaluation

Monitoring and Evaluation are the two management tools that help in keeping a control on the business activities as well as raising the level of performance. **Monitoring** refers to an organized process of overseeing and checking the activities undertaken in a project, to ascertain whether it is capable of achieving the planned results or not. Conversely, **evaluation** is a scientific process that gauges the success of the project or program in meeting the objectives.

The primary difference between monitoring and evaluation is that while monitoring is a continuous activity, performed at the functional level of management, evaluation is a periodic activity, performed at the business level. To get some more differences on these two, check out the article presented below:

Basis for comparison	Monitoring	Evaluation
Meaning	Monitoring refers to a routine process, that examines the activities and progress of the project and also identifies bottlenecks during the process.	Evaluation is a sporadic activity that is used to draw conclusion regarding the relevance and effectiveness of the project or program.
Related to	Observation	Judgement
Occurs at	Operational level	Business level
Process	Short term	Long term
Focuses on	Improving efficiency	Improving effectiveness
Conducted by	Internal Party	Internal or External Party

Definition of Monitoring

- Monitoring is the systematic process of observing and recording on a regular basis, the activities carried out in a project, to ensure that the activities are in line with the objectives of the enterprise.
- Monitoring takes into account optimum utilization of resources, to assist the managers in rational decision making. It keeps a track on the progress and checks the quality of the project or program against set criteria and checks adherence to established standards.
- The information collected in monitoring process helps analyse each aspect of the project, to gauge the efficiency and adjust inputs wherever essential.

Definition of Evaluation

- Evaluation is defined as an objective and rigorous analysis of a continuing or completed project, to determine its significance, effectiveness, impact and sustainability by comparing the result with the set of standards. It is the process of passing value judgement concerning the performance level or attainment of defined objectives.

In short, evaluation is a process that critically assesses, tests and measures the design, implementation and results of the project or program, in the light of objectives. It can be conducted both qualitatively and quantitatively, to determine the difference between actual and desired outcome.

The difference between monitoring and evaluation can be drawn clearly on the following premises:

- By monitoring is meant a routine process, that scrutinizes the activities and progress of the project and also finds out the deviations that occur while undertaking the project. As against, evaluation is a periodical activity that makes inferences about the relevance and effectiveness of the project or program.
- While monitoring is observational in nature, evaluation is judgmental.
- Monitoring is an operational level activity, performed by the supervisors. On the other hand,

evaluation is a business level activity performed by the managers.

- Monitoring is a short-term process, that is concerned with the collection of information regarding the success of the project. Conversely, evaluation is a long-term process, which not only records the information but also assesses the outcomes and impact of the project.
- Monitoring focuses on improving the overall efficiency of the project, by removing bottlenecks, while the project is under process. Unlike, evaluation stresses on improving the effectiveness of the project, by making the comparison with the established standards.
- Monitoring is usually carried out by the people who are directly involved in its implementation process. In contrast, evaluation can be conducted by internal staff of the organization, i.e. managers or it can also be carried out by independent external party, who can give their impartial views on the project or program.

Conclusion

In the development projects, monitoring and evaluation play diverse roles, in the sense that monitoring is an ongoing process, whereas evaluation is performed periodically. Further, the focus of the assessment also differentiates the two, i.e. monitoring is all about what is happening; evaluation is concerned with how well it happened.

**M-GOVERNANCE WILL REDUCE
RAMPANT CORRUPTION**

We have experienced in past and there is not an iota of doubt in our minds that Information and Communications Technology has to play a big role in fight against rampant corruption in India. The flow of information between government institutions, between government and citizens is required to be maintained. New technologies can promote transparency, accountability and civic participation. By practicing Mobile-Governance; technology can trigger positive changes; reduce the asymmetries of information between public officials and citizens; lemmatize the discretion of public officials; automatize processes, cut down intermediaries, reduce red tape and bureaucracy.

Keeping technology ahead and to make India a Digital India, very soon "E-Governance is going to change into M-Governance," means Mobile Governance. Digital India will be vast in scale and ambitious in its aims. It will definitely help to reduce corruption in government services by making most of that available online. Here are few things we need to know about it:

1. **Broadband Highways:** At present India is suffering from digital divide - meaning there are millions of people who do not have access to broadband. Broadband highways will be routes through which internet connectivity will reach gram panchayats.
2. **Digital Locker:** This online locker will be able to store all documents issued to you by the government and will require an Aadhaar card as identification for the first time. After that you will be able to set your own password and even link it with a Google or Facebook account. Services such as passport applications might become fully online when the relevant authorities are able to access your verified documents online. You won't be required to go to a government office with a folder full of documents. The business of middlemen will become defunct.
3. **E-Kranti:** This is perhaps the biggest program within Digital India and focuses on a mobile-first approach. That means integrating public programs on single portals and using technology for their implementation and for public grievance system when they don't work well. The government will also fast track approvals using IT and mandate standards and protocols for software and hardware. A National Cyber Security Co-ordination Centre will be set up to combat cyber attacks, which have the potential to disrupt large parts of Digital India. Major IT companies are expected to work on projects to make this possible.
4. **Jobs:** Business Process Outsourcing (BPO) centres will be set up in states that have lagged in development, such as the North-Eastern states and rural areas. One crore students will be trained in smaller towns and cities in five

years, to develop a skilled workforce for such BPOs and the IT sector.

5. **MyGov:** Ideas from the public for design of programs such as better traffic management, using big data for making cities smarter and even for the PMO's mobile app among many others. The idea is to start new programs in consultation with informed citizens for better implementation.

(Source: Internet)

The things that will destroy us are :

Politics without principle

Pleasure without conscience

Wealth without work

Knowledge without character

Business without morality

Science without humanity

And worship without sacrifice

Mahatma Gandhi

Observance of Vigilance Awareness Week 2018 (29th October – 3rd November, 2018)

The observance of Vigilance Awareness Week promoted by the Central Vigilance Commission of India is held every year in the last week of October - to reaffirm our commitment to promote vigilance concepts and rededicate ourselves to the cause of fighting corruption.



Vigilance Awareness Week 2018 was observed in STC from 29th October-3rd November, 2018 and commenced with the Integrity Pledge taken by the Directors and employees of the Corporation on 29th October, 2018.

The theme chosen for the week “Eradicate Corruption – Build a New India” helps to draw attention to a specific concept at one time that needs to be focused during the year to make vigilance a management function that will help make continual improvement in the country’s anti-corruption efforts.

During inaugural program, the messages of Hon’ble President of India, Vice-President of India and Central Vigilance Commissioner were read out to the employees. The messages were also displayed at different locations of the office premises.



STC Officials Taking Integrity Pledge



Officials of Hyderabad Branch taking Integrity Pledge

In-house activities conducted during the Vigilance Awareness Week-2018 in STC

An interactive workshop/seminar on the topic “Analysis of Frauds by Central Vigilance Commission” was organized for the executives of STC on 1st November, 2018. The session was attended by CMD and Director (Personnel) who initiated the discussion. Forty executives of Corporate Office took part in the workshop.



Interactive session in progress at C.O.





A "Quiz Competition" on the theme "**Eradicate Corruption – Build a New India**" was organized for the employees of the Corporation on 2nd November, 2018. The first three winner teams were awarded with Prizes/Certificates.



Quiz Competition Participants



Winners of the Quiz Competition in Delhi School



Banners and slogans of important personalities were also displayed inside office premises as well as in schools. Pamphlets were distributed highlighting the activities in curbing corruption and urging public to take the integrity pledge.

Out-reach activities organized in Delhi Schools during the Vigilance Awareness Week-2018

Quiz competition was held in three Delhi Government schools at Paschim Vihar and Madipur on 1st-3rd November, 2018.





Drawing Competition Winners during Vigilance Awareness Week 2018



Important Circulars

I-Guidelines regarding handling of complaints in Ministries

(DOPT Circular No.104/76/201-AVD-1 dt.08.10.2018)

The undersigned is directed to say that instructions regarding dealing with anonymous and pseudonymous complaints were issued vide this Department's Office Memorandum of even number dated 18.10.2013 prescribing that no action is required to be taken on anonymous complaints, irrespective of the nature of the allegations and that such complaints need to be simply filed. Subsequently, the said Office Memorandum has been clarified vide Office Memorandums of even number dated 18.06.2014 and 31.03.2015. In this regard, the Central Vigilance Commission's Circular No.07/11/2014 dated 25.11,2014 may also be referred to. A copy each of the DOP&T's aforesaid Office Memorandums and CVC's Circular are enclosed herewith.

2. The instructions contained therein are reiterated and all Ministries/Departments are requested to follow the same while handling complaints received in their respective Ministry/Department.

II-Maintenance of Records & Movement of Files/Papers)

(STC Circular No.22/2018 dt.19.11.2018)

During surprise inspection by Vigilance Division on 30th & 31st October, 2018 in Corporate Office, it was observed that the File Control Register and Despatch Register are not being maintained in some Divisions despite instructions issued by Vigilance Division vide Circular No.05/2017 dated 15.03.2017 and Circular No. STC/CMD/R-2/2017 dated 04.09.2017 issued by CMD.

Further, it has also been noticed that on the envelope of the letters (outward Dak) the File No. and despatch number are not being mentioned. Similarly, on the letter received from Branches, File No. and despatch No. is not being mentioned.

The non-compliance of above mentioned instructions is a matter of concern. All Heads of Division (HOD) and Branch Managers are directed to ensure compliance of the instructions regarding maintenance of records and confirm maintenance of File Register & Despatch Register in their Division/Branches. Further ensure that on all letters/notes going out of Division/Branch, File No. and Despatch No. is mentioned on the envelope/internal communications.

III-Ensuring Timely ayment to the contractors/suppliers/service providers – PREVENTIVE MEASURES.

(STC Circular no.23/2018 dt. 17.12.2018)

The Central Vigilance Commission (CVC) has observed that inordinate delay in the settlement of bills of suppliers/ contractors is an unhealthy practice, affording scope for corruption and the (CVC) is of the view that delay could, in some cases be motivated.

2. During scrutiny of procedure followed in STC for payment of contractors/suppliers/service providers bills it has come to notice that:

- (i) Bills registers are not being maintained by the concerned Section! GAD;
- (ii) The bills submitted by the Contractors are merely forwarded by the GAD to finance for payment without proper scrutiny;
- (iii) There is no monitoring of payment to Contract workers by GAD;
- (iv) No timelines are being followed to clear the bills submitted by the Contractors and suppliers;
- (v) In case of deficiencies noticed in bills, the same are not being communicated in writing;
- (vi) There is no system of obtaining of approval of higher authority before return of bills.

3. In order to ensure timely and correct payment to Suppliers/service providers, the following measures are suggested to streamline the bill payment system:

(a) **MAINTAINING OF BILL REGISTER** : All sections/Divisions/Branches receiving the bills from

Contractors/Suppliers shall maintain the Bill Register reflecting the entries viz., bill details, date, subject, name of the contractors/service providers/suppliers, bill particulars, date of receipt, name of processing official, date of payments etc.

(b) **BILL MONITORING SYSTEM** : to be put in place in the Corporation to check the delay in release of the payments by HODs both in concerned Division/Branch where bills are received/scrutinized/processed and in Finance Division where the payments are processed/released.

The concerned Head of Division (GAD & FINANCE) / BRANCH shall monitor the progress of payment of bills and submit a **FORTNIGHTLY REPORT** to the Director(P)/Director(Finance).

(c) **TIMELINES FOR BILL PAYMENT** : All bills submitted by the Contractors/ service providers shall be processed / finalized in **TWO WEEKS** time as per following time schedule :

S.No.	Responsibility	Time Limit
(i)	Processing of Bills by the 5 days from its receipt concerned Division	5 days from its receipt
(ii)	Examining the Bills by 5 days Associate Finance	5 days
(iii)	Release of payment by 4 days Banking Division	4 days

(d) **RETURN OF BILL** : In case any deficiency is noticed in bill/ document(s) or any clarification is required from the service provider/contractors, the same shall be communicated in writing in **THREE DAYS** explaining the reasons for return of bill. The bill shall not be returned without the **approval of concerned GM/CGM.**

The service provider/contractor to furnish clarification within 7 days. The observations shall not be communicated in piecemeal manner. If any further clarification is required from the service provider/contractor, the same shall be sought only with the approval of concerned Director (P)/(Fin.).

(e) **PAYMENT OF BILLS** : In order to ensure timely payment to Contract Workers, the bill payments being clear and admissible as per agreed terms shall be released withholding the unclear/disputed part of the payment till its resolution.

(f) **MONITORING OF PAYMENT TO CONTRACT WORKERS** : The HoD (GAD) / Branch Head to regularly monitor and ensure that contract workers are paid in time as terms and contract of Agreement.

All Head of Division (HOD) and Branch Managers are advised to ensure compliance of the above instructions.

IV-Submission of Online Quarterly/Annual Reports by CVOs – transition from offline to online mode-Instructions regarding

(CVC Circular No.01/01/2019 dt.25.01.2019)

In order to exercise general supervision over vigilance and anti-corruption work of the Ministries/Departments/Organisations, as mandated u/s 18 of CVC Act, 2003, the Commission vide its Circulars/Office Order referred above has prescribed the monthly and annual report formats which all the CVOs are required to fill up with details of their vigilance activities and submit to the Commission in offline mode. Besides, the CVOs are also required to submit the Quarterly Progress Report (QPR) separately to the CTEO.

2. In partial modification of the above guidelines, the Commission has now decided to dispense with the offline mode of submission of the monthly/annual reports by the CVOs and introduce the online mode of submission of **Quarterly/Annual Report** instead. The periodicity of reports has been changed from 'monthly/annual' to '**quarterly/annual**'. The QPR being submitted to the CTEO will, however, continue to be submitted as before.

3. Some quantitative and qualitative parameters of earlier 'monthly/annual' formats have been partially modified in the revised Quarterly/Annual Report format to sync it with the monitoring priorities of the Commission inter alia includes

Preventive Vigilance, Audit Reports and PIDPI complaints etc. The entries in the format has been re-organized in a logical sequence of activities. The aggregates of statistical data in tabular forms have been introduced for classifying them into significant categories for management, control and monitoring. The tables in the online format also contain auto-calculation feature which would enhance productivity.

4. The online module of the **Quarterly/Annual Report** is based on the entries of vigilance data in digital form which cannot be edited after it has been submitted.

5. The online module of the **Quarterly/Annual Report** is available on Commission's website www.cvc.nic.in under CVO's corner and may be accessed by the CVOs using their Usernames/Passwords being used by them in the CMS portal.

6. The Quarterly/Annual Reports are required to be submitted online by the CVOs from the 1^o quarter of 2019.

7. **For seamless transition to the online mode, all the CVOs are required to fill up the data in the new format for quarter ending December, 2018 by January 31st to enable hands on experience to the online mode. All the CVOs are directed to parallelly submit the monthly reports for the month of January to March, 2019 also in the old format in physical form. They are also required to mandatorily submit the Quarterly Report for the quarter ending March, 2019 using the new online format. Subsequently, the Quarterly Reports for the quarter ending June, 2019 onwards shall be submitted only in online format by all the Ministries/Departments/Organisations and no report in the old format will be accepted.**

8. The Quarterly Reports are required to be submitted online by the 10th day of the succeeding Month after close of each quarter i.e. for quarters ending March, June, September and December by 10th April, 10th July, 10th October and 10th January respectively.

9. All the CVOs will submit the online **Annual Report** by 15th of January every year. It may be noted that most of the entries in the online **Annual Report** format would be auto populated from the Quarter data. However, some of the entries which are descriptive in nature such as in **Part 2, 5, 6, 8 and Sections 9** are required to be filled up by the CVOs before finally submitting it.

10. **It may, however, be noted that all the CVOs are required to submit their Annual Report for the year 2018 as per the old format in view of the preparation of the Commission's Annual Report 2018.**

11. The online Quarterly/Annual Report module contains the inbuilt help menu/hints for filling up the entries. However, a summary of user guide is being issued separately.

12. All CVOs are advised to log into the online **Quarterly/Annual Report** module using their existing CMS login ID and Password and complete the data entry for the quarter ending December 2018 (October to December 2018).

Feedback

The latest edition of the e-newsletter deserves a big round of applause for our beloved CVO Sir. In fact the entire vigilance division deserves nothing short of a big round of applause for their efforts being put in every edition of this excellent news letter.

The current edition like every other edition not only ensures that the younger generation is able to reap the maximum benefits but also emphasizes on the utmost need of having discipline and transparency in the corporation.

I believe that the content of this newsletter will help STC and its employees bond together even in its toughest times.

I again thank the entire team and look forward to the next edition for an even wonderful reading and enlightenment experience.

Gaurav Kumar
Manager(Fin)

Any suggestion(s)/query/article(s) may be mailed to: - cvo@stclimited.co.in